



MSIX Frequently Asked Questions (FAQs)



U.S. DEPARTMENT OF EDUCATION

MSIX Frequently Asked Questions

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"MSIX is available to Authorized Users ONLY"



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1.0 MSIX Overview

1.1 What is MSIX?

Migrant Student Information Exchange (MSIX) is a web-based portal that links states' migrant student record databases to facilitate the national exchange of migrant students' educational data among the states.

MSIX does not replace existing state migrant student record systems; rather, it links them in a minimally invasive manner to collect, consolidate, and make critical education data available. MSIX leverages available information provided by states to the U.S. Department of Education's (ED) Education Data Exchange Network (EDEN) system to ease the data collection burden on states.

1.2 When did MSIX become available?

MSIX became available to all states on September 28, 2007.

1.3 What browsers does MSIX support?

MSIX supports the use of Internet Explorer v8.0 or higher, Firefox v11.0 or higher, Google Chrome v16 or higher, or Safari v5.1 or higher.

1.4 Does MSIX require any specific browser configuration?

Yes. Your Internet browser should be set up so that it does NOT cache Internet pages. This will allow any MSIX updates and patches to be viewed on your computer. The steps to configure each browser vary from version to version, so you should refer to the browser documentation to ensure the following settings are configured for your preferred browser:

1. Enable JavaScript
2. Accept Cookies from sites until they expire
3. Clear Cache every time browser is closed

1.5 Does MSIX require any specific installations or downloads?

Adobe Flash Player (version 9 or later) must be installed in order to view the online training content. Adobe Flash Player is often part of the standard software provided with most computers. The Flash Player can be downloaded, free of charge, from www.adobe.com.

If you do not have access to Adobe Flash Player, you should refer to the MSIX User Manual for guidance and information about using MSIX. The MSIX User Manual can be accessed via MSIX from the training link in the top navigation menu or can also be found in Trainers' Corner, which is outside the application on the MSIX Login Page.



2.0 MSIX Contact Information

2.1 Who should I contact for questions?

You can direct all questions to the MSIX Help Desk at 1.866.878.9525 Monday thru Friday from 9:30AM to 6:30PM Eastern or MSIXSupport@deloitte.com. Questions will be routed to the most appropriate person to provide a response.

2.2 Who should I contact if a password needs to be reset, disabled, or deactivated?

You should contact your User Administrator for these functions. You can find your User Administrator's contact information by clicking on the "How Do I Get an Account" link on the MSIX Login Page. **The MSIX Help Desk cannot reset, disable, or deactivate user passwords.**

If you try to log into MSIX *three consecutive times* and fail to input the correct information, your account is locked and disabled. When this happens, you must contact your User Administrator to reset your password in order to reactivate the account. Instructions on how to look up your user administrator as well as the link to that resource will be provided on the page. Once reset, MSIX will automatically email a randomly-generated password to you.

2.3 What support should I expect from the MSIX Help Desk?

The MSIX Help Desk provides support to the MSIX User Community and answers questions regarding MSIX functionality. When issues arise outside of normal functionality, the Help Desk will intervene to coordinate resolution. The Help Desk is available Monday through Friday 9:30 AM to 6:30 PM eastern time, except for Federal Holidays.

The MSIX Help Desk cannot reset, disable, or deactivate user passwords.

Your User Administrator performs these functions. You can find your User Administrator and find their contact information by clicking on the "How Do I Get an Account" link on the MSIX Login Page, which is located on the MSIX website outside the application.

2.4 How do I find the Data Administrator assigned to a given student?

MSIX displays the Data Administrator associated with each student's records for each state. This information can be found on the Historical and Raw Student Record View pages under the Enrollments section.

For student records in a worklist (a role-based link that allows Data Administrators take action on near matches, merges, and splits), contact information of the Data Administrator associated with a student record can be found in the Worklist Resolution page via the Data Administrator Information link. This will help you to identify the correct Data Administrator to contact for questions or issues regarding a student's records.

2.5 How do I know if I should contact the MSIX Help Desk?

The MSIX Help Desk should be contacted to help address questions about MSIX functionality or to report an issue using MSIX.



3.0 MSIX Documentation and Training Materials

3.1 What training is available for MSIX?

MSIX has a robust training program that includes online help and web-based training. The training is accessible directly from the MSIX website under Trainers' Corner. It is available without logging into MSIX by clicking on the "Online Training" link for the desired role in Trainers' Corner. In addition, the training can be accessed by clicking on the "Training" link at the top of any page. Here you will find the training module that is applicable to your user role.

3.2 How much time does the online training take?

On average, the training takes between one and two hours. The time depends on your role and how quickly you are able to move through the training modules.

3.3 How does ED provide on-going training to account for staff turnover?

The MSIX online training modules are available for you to access at any time. You can also download and print the User Manual as a reference. MSIX's intuitive design allows you to perform your tasks without extensive training.

4.0 MSIX User Roles and Responsibilities

4.1 What are the MSIX user account types or roles?

MSIX users will have the following roles, depending on their job function:

MSIX User Roles and Responsibilities			
User Role	Description	Functions Allowed	Potential Users
School and District Level Roles			
MSIX Primary	MSIX Primary Users can query student records in all states. This user can also initiate the merge and split process for student records in his or her state.	Search, display, and print student records for students in all states Initiate merge and split of student records Email notification of an arrival or departure of a student Export Student Records to File Generate Reports	Guidance Counselors Migrant Education Program (MEP) Data Entry Staff Recruiters Registrars Teachers



MSIX User Roles and Responsibilities			
User Role	Description	Functions Allowed	Potential Users
MSIX Secondary	MSIX Secondary Users can query student records in all states.	<p>Search, display, and print student records for students in all states</p> <p>Email notification of an arrival or departure of a student</p> <p>Generate Reports</p>	<p>Guidance Counselors</p> <p>MEP Data Entry Staff</p> <p>Recruiters</p> <p>Registrars</p> <p>Teachers</p>
District Data Administrator	District Data Administrators can validate or reject near matches, merges and splits of student records. This user can also initiate the merge and split process for student records in his or her district.	<p>Search, display, and print student records for students in all states</p> <p>Initiate merge and split of student records</p> <p>Validate or reject record near matches, merges and splits</p> <p>Resolve data quality issues</p> <p>Respond to escalation requests</p> <p>Email notification of an arrival or departure of a student</p> <p>Export Student Records to File</p>	<p>State MEP Administrators</p> <p>MEP Data Entry Staff</p>



MSIX User Roles and Responsibilities			
User Role	Description	Functions Allowed	Potential Users
Regional Roles			
Regional Data Administrator	<p>Regional Data Administrators can validate or reject near matches, merges and splits of student records. This user can initiate the merge and split process for student records in his or her region. This user will also serve as the secondary point of contact for escalation issues.</p>	<p>Search, display, and print student records for students in all states</p> <p>Initiate and validate merges, splits, and near matches of student records</p> <p>Resolve data quality issues</p> <p>Respond to escalation requests</p> <p>Email notification of an arrival or departure of a student</p> <p>Export Student Records to File</p> <p>Generate Reports</p>	<p>State MEP Administrators</p> <p>MEP Data Entry Staff</p>
Regional User Administrator	<p>Regional User Administrators establish and manage user accounts for users in their region.</p>	<p>Create User accounts</p> <p>Assign User Role(s)</p> <p>Update User account information</p> <p>Deactivate User accounts</p> <p>Reset passwords</p> <p>Access user account-related reports</p>	<p>State-identified</p>



MSIX User Roles and Responsibilities			
User Role	Description	Functions Allowed	Potential Users
State Level Roles			
State Data Administrator	<p>State Data Administrators can validate or reject near matches, merges and splits of student records. This user can initiate the merge and split process for student records in their state. He or she can also resolve data quality issues and serve as the primary point of contact for escalation issues.</p>	<p>Search, display, and print student records for students in all states</p> <p>Generate Reports</p> <p>Initiate merge and split of student records</p> <p>Validate or reject record near matches, merges and splits</p> <p>Resolve data quality issues</p> <p>Respond to escalation requests</p> <p>Email notification of an arrival or departure of a student</p> <p>Export Student Records to File</p>	<p>State MEP Administrators</p> <p>MEP Data entry staff</p>



MSIX User Roles and Responsibilities			
User Role	Description	Functions Allowed	Potential Users
State User Administrator	State User Administrators establish and manage user accounts for users in their state.	Create User accounts Assign User Role(s) Update User account information Deactivate User accounts Reset passwords Access user account-related reports	State-identified
State Region Administrator	State Region Administrator establishes and maintains the regional structure and associated districts for states that choose to use regions.	Enable and disable regional structure Create new regions Associate districts to regions Edit regions	State MEP Administrators MEP Data entry staff
U.S. Department of Education (ED) User Roles			
Government Administrator	Government Administrators can generate system reports on a State or National level. Government Administrators cannot access student data.	Generate Reports	OME



MSIX User Roles and Responsibilities			
User Role	Description	Functions Allowed	Potential Users
OME User Administrator	OME User Administrators establish and manage user accounts for all State User Administrators.	Create user accounts Assign State User Administrator role Update user account information Deactivate user accounts Reset passwords Access user account reports for all states	OME
Privacy Act Administrator	Privacy Act Administrators can enter statements provided by students and parents that formally dispute the data contained in a student's MSIX record. They can also query and view student records from all states.	Search, display, and print student records Enter dispute statements into a student's MSIX record	OME

4.2 Are states required to use the MSIX *"User Application for Access to MSIX"* registration form?

The **"User Application for Access to MSIX"** registration form is not required. The form is an example created to help states with the user registration process. The states can determine their own user registration process using ED security guidance.



4.3 Can I have more than one role in MSIX?

Yes, an individual may have multiple job functions and need to have more than one role within MSIX. For example, the State Data Administrator may also have the State Region Administrator duties and need both roles within MSIX.

4.4 Can I enter student records directly into MSIX?

No, only States can provide files for upload into the MSIX consolidated database using the established interfaces.

4.5 Will I continue to use my current State Migrant Education Program (MEP) system?

Yes. You will continue to enter student information in your current system. MSIX consolidates student information for you to view in MSIX, but you do not directly enter any student data into MSIX.

4.6 Who has the final say when states disagree about a student match?

States will resolve any discrepancies amongst themselves. MSIX functionality allows users to initiate merges and splits at any time to combine or separate student records if they are for the same student or if they have previously been combined in error. OME will periodically generate reports of the total number of unresolved mismatches by state and will discuss issues with individual states, as necessary.

4.7 Who creates and manages a user's MSIX account?

The U.S. Department of Education registers and manages the first State User Administrator account in each State. State User Administrators are responsible for registering the users in their states and creating additional user accounts. It is recommended that each State have at least two State User Accounts. This will enable the User Administrators to reset each other's account if needed, and will also provide a backup in the absence of the original State User Administrator. Some states will also have Regional User Administrators who register users in their Region.

4.8 I reset a user's password in my state and he said he never received the new password. How can I check if it was reset or not?

As a User Administrator, you can reset passwords for users in your state. When you reset a user's password, you will be sent an e-mail confirming that his/her password has been reset with the date and time stamp of the reset. If you reset a user's password and he/she never received the e-mail with the new password in it, and you received the e-mail confirming that the user's password was successfully reset, and then have them check their spam box. If you never received an e-mail confirming the password reset, then the action was not processed in MSIX and you will have to reset the user's password again.

5.0 MSIX Functionality

5.1 Should I use the back button when navigating MSIX?

When navigating through MSIX, only use the system navigation rather than relying on the browser back button. MSIX determines which data to carry forward from page to page when navigating through MSIX using the links provided within the application. This same determination is not made when using the



browser's Back button, so unpredictable results may occur if the Back button is used instead of the links provided within MSIX.

5.2 When are items deleted from my worklist?

Worklist items are removed from your worklist once they have been completed or escalated to a higher level for resolution. Validate worklist items are automatically processed after 21 days if they are not manually completed within that time.

If you want to check the status of an item that was once assigned to you, you can search for that item through the 'Worklist History Search' link at the top of your worklist page. The worklist history will show you the current status of the item and any comments or actions made on the item by other users.

5.3 Can I update student data directly in MSIX?

No. MSIX consolidates student information for users to view in MSIX, but you cannot directly enter or change any student data into MSIX.

5.4 What is the difference between disabling a user account and deactivating a user account?

Disabling a user account *temporarily* prevents the user from accessing MSIX. A disabled account can later be re-enabled. Deactivating a user Account *permanently* prevents the user from accessing MSIX and cannot be reactivated. If a user with a Deactivated account needs access to MSIX, a new user account will need to be created for that user.

5.5 What are the delivery methods and formats for system notifications?

MSIX uses email to send out system notifications. Additionally, Data Administrators will see a message on the MSIX Homepage indicating that they have worklist items to resolve when they login to MSIX. Data Administrators can also determine the frequency for which they receive worklist notifications (real time, in a daily consolidated email, or no email) through the My Account page.

5.6 What types of system reports are available in MSIX, and what are the delivery methods and formats?

MSIX offers reports on a role-based basis. The table below shows the reports available and who have permission to view each one. Detailed information on the reports in MSIX is laid out in the [MSIX Reports Manual](#), which can be found in the Trainers' Corner.



Report Folder	Report	Data Administrator	Primary User	Secondary User	User Administrator	State Batch Submitter	State Regional Admin
Student Info	MSIX Student Count	✓	✓	✓		✓	✓
	Student Demographic	✓	✓	✓		✓	✓
	Student Enrollment	Enrollments by MDE Type	✓	✓			
		Enrollments in Multiple States	✓	✓			
		Grade Retention	✓				
		Missed Enrollment	✓				
	Student Course History	✓	✓	✓		✓	✓
	Student Assessment	✓	✓	✓			
Student Mobility	General Move From	✓	✓	✓		✓	✓
	General Move To	✓	✓	✓		✓	✓
Data Quality	Data Load Files	✓	✓	✓		✓	✓
	Data Completeness	✓	✓	✓		✓	✓
	Data Validity	✓	✓	✓		✓	✓
	Potential Duplicates	✓					
User Account	Account List				✓		
Worklists	Worklist By User	✓	✓	✓		✓	✓
	Worklist Aging	✓	✓	✓		✓	✓

5.7 If email alerts are undelivered for any reason, will MSIX send out a second alert? If so, what timeframes will there be between notices?

Currently, the MSIX design does not include a monitored inbound email box to receive and respond to emails (undelivered or other messages). However, alerts will appear in users' MSIX worklists regardless of whether or not they receive an email message. Additionally, MSIX automatically routes alerts that are not resolved by users in a timely manner to the State Data Administrator for resolution.

5.8 How does MSIX notify a sending school that a migrant student has moved to another school?

MSIX provides functionality to allow users to send an email notification to the student's sending school when the student's new school enters the student's enrollment.



5.9 How does MSIX notify MEP personnel of an upcoming arrival?

MSIX sends an email notification through a user-initiated process to notify the appropriate MEP personnel that a student is arriving in their area.

5.10 How can I know that an email has been sent on my behalf to notify the receiving school of the student's move?

When you send a student move notification, you will be copied on the Student Move Notification email that is automatically sent. This will serve as a confirmation to the person that originated the notification, helping him/her to maintain his/her own records. It will also make it easier for the recipient to respond to the notification by providing your contact information.

5.11 How do I enter the Birth State on the Advanced Search page?

All Birth States from all countries are listed in the State drop-down. That list is then filtered by country if you select a country. You can select the Birth State one of two ways. First, you can select a country first and see only the states from that country. Or, you can select the Birth State from the full State drop-down menu.

5.12 How do I search hyphenated names?

MSIX receives all of its student data directly from states. If your state system stores hyphenated names, then MSIX will display the data with hyphens. The best way to search for hyphenated names is to use the partial search option and use the part of the name before the hyphen. You can then locate the name you are looking for in the list of results.

5.13 How can I sort the search results?

You can sort the search results by clicking on the column names. When you click a column name, the search results will be sorted by that column. This feature is available in student search results, user search results, and district search results tables.

5.14 Why does MSIX provide the ability to download student records?

MSIX provides the ability to download student records because there is a need for those states to update their "state-wide" systems with accurate data. As more states adopt MSIX, the data quality can surpass that of the "state-wide" systems and therefore leveraging the ability to download a student's record will be very helpful to those states in question.

5.15 Can I obtain a printed copy of an individual student's information?

From both the Historical View and Consolidated View pages, you are provided with the ability to print out copies of a report in HTML, or PDF format. When you attempt to print a Consolidated Student Report, you are given the additional option to choose to print out specific sections of a report and/or the entire report itself.

5.16 How can I determine why I am blocked from flagging a student's record for a merge/split?

If you attempt to flag a student for split/merge that has already been flagged by another user, the following error message will appear: "Unable to Flag Record for Split/Merge. Reason: Student flagged for user initiated split/merge."



Click for details.” If you click on the link provided, you will be redirected to a screen that provides the reason/comments around the initial flag.

5.17 Can I flag students for merge from the Student Search Results page?

You can flag multiple students for merge from the Student Search Results page. After performing a student search, a 'Flag for Merge' checkbox appears next to each student record. You can click the check box for multiple students, and after selecting the students, you can initiate the merge process by clicking on the 'Flag for Merge' button.

5.18 Can I enter only a portion of a birth date for a student when doing a search?

MSIX allows you to search for students based on the date of birth (DOB) when you only have partial date information. If you enter this partial DOB information when conducting a student search, a list of all recorded students that were born on that particular month, date, and/or year will be displayed.

5.19 Items on my worklist appear to be missing when I look at my worklist several days later. What's happening to them?

There are four likely reasons that items may seem to disappear from your worklist (the link that allows Data Administrators to take action on near matches, merges, and splits). These reasons are listed below. To find out what happened to the worklist item(s), check the Worklist History. You can see if the item was resolved, reassigned to another user, or if someone else rejected the merge or split. If another user resolved the item or if it was assigned to someone else, that new user's contact information will be displayed, so you can get in touch with them if needed. Any comments made by that user will also be visible on this page.

Data Administrators can view current or old worklist items assigned to themselves or other Data Administrators in their state through the Worklist History Search. Users can access the Worklist History through any current worklist item assigned to them, or through the Worklist History Search that is now available via a new link at the top of the Worklist homepage. Please note that worklist histories are only available for worklist entries created after March 3, 2012.

1. They have been escalated to the next level of data administrators. To increase the likelihood of worklist items getting resolved, MSIX escalates unresolved worklist items to other data administrators. For example, if you are a District Data Administrator that has not taken any action on an item in your worklist, and it disappears, it has probably escalated to the Regional Data Administrator (if your state has regional structure) or State Data Administrator.
2. If you are a State Data Administrator and the worklist item was a "Validate" (Validate Near Match, Validate User-Initiated Merge, and Validate User-Initiated Split) worklist item, it may have been automatically processed by MSIX. Validate worklist items are automatically processed after 21 days. This is done to prevent student records from being held for long periods of time while worklist items are pending. Since Validate worklist items have already been processed by at least one other Data Administrator, they are processed based on that Data Administrator's recommendation. Near Match Resolution worklist items have never been reviewed by another Data Administrator. Therefore, these worklist items will not be automatically processed and



will remain on a State Data Administrator's worklist until they are resolved.

3. If your State has multiple Data Administrators, a worklist item may be assigned to more than one Data Administrator. If one of the other Data Administrators assigned to the worklist item resolves the item, it will be removed from all other Data Administrator worklists in the State.
4. If a student record on the near match worklist was updated by the state and the record no longer near matched with the existing student, the worklist item would be removed from your worklist. You can check the status of the worklist item in the Worklist by User Report. If the worklist status is "Cancelled" then this is what happened.

5.20 When are MSIX worklists escalated?

Worklist items are escalated to the next higher level after one week. The total escalation timeframe is 21 days. User initiated merge and split worklist items are automatically approved at the end of this timeframe. MSIX-generated near match worklist items will remain in the State Data Administrator's queue until they are resolved.

The table below summarizes this escalation process.

Data Administrators in State	District Level	Regional Level	State Level	Total Escalation Timeframe
District, Regional & State	1 week	1 week	1 week	3 weeks
District & State	1 week		2 weeks	3 weeks
Regional & State		1 week	2 weeks	3 weeks
State			3 weeks	3 weeks

5.21 What happens to MSIX worklist items when they reach the State Data Administrator level?

If the worklist item was "Validate" (Validate Near Match, Validate User-Initiated Merge, and Validate User-Initiated Split), it will automatically be approved after the specified timeframe has passed. Near Match worklist items will remain in the State Data Administrator's queue until action is taken to resolve the worklist item. The State Data Administrator also has the ability to reassign the worklist item to another data administrator.

5.22 Can I reassign a worklist item back to the Regional or District level once it has been escalated to a higher level?

Yes. You can reassign a worklist to a lower level data administrator by clicking the [Reassign Worklist](#) link on the top right of the Worklist Details page. From there, you can select the users, by level, that you wish to reassign the worklist item to. You can enter a comment of up to 250 characters on this page. Comments added at Reassignment will be displayed in the Worklist History. Validate worklist items will still be automatically processed after 21 days, regardless of whether or not they have been reassigned to another Data Administrator.

5.23 A new Data Administrator just joined our team, but they do not have any worklist items yet. How do I assign them some existing worklist items to resolve?

On the worklist page of the item you wish to resolve, click the [Reassign Worklist](#) link in the top right of the page. From there, you may reassign the worklist item to the new data administrator by checking the box next to that Data



Administrator's name, as long as the new user is at the same or lower tier (District, Regional, or State) as you.

5.24 New worklist items are being assigned to the State Data Administrator instead of the District Data Administrators or Regional Data Administrators. What is happening?

Worklist items are assigned to users based on the National Center for Education Statistics (NCES) ID provided for the student's enrollment. If a worklist item is assigned to the State Data Administrator instead of a lower level, there is probably not a valid NCES ID associated with that student's enrollment record, or there is not a District or Regional Data Administrator assigned with the school district associated with the NCES ID. To assign these worklist items to a District or Regional Data Administrator, the State Data Administrator can manually reassign the worklist item to a District or Regional Data Administrator. Alternatively, users may be able to associate a valid NCES ID with the student's enrollment in their State MEP system, which should then be transmitted to MSIX in the next Update.

5.25 I searched for an MSIX ID of a student that previously had multiple state records assigned to it and now it only has one state record assigned to it. What happened to those other records?

There are multiple ways the MSIX ID associated with your state's student record can change. One state's record can be merged with another state's record, split away from a consolidated record, or deleted from MSIX. At times, it is helpful to see which of these events occurred for a student to fully understand the data in MSIX and to verify that the records in MSIX are accurate.

When records are merged, only one of these records can retain their MSIX ID. If your state record was merged with another state record and did not retain its MSIX ID, searching for the old MSIX ID might cause some confusion. The State Student ID History view will show you all of the records from other states currently or previously associated with your state's student record. Now, if you find that an MSIX ID is no longer in MSIX, you can search by your state student ID and view the student's history to see what event occurred that resulted in a new MSIX ID. If you are a Primary User or Data Administrator you will be able to view this new history by clicking the "View ID History" link to the right of any state student ID on the Historical View page. Please note that these history entries are only available for activities occurring after March 3, 2012.

5.26 What if I only want to view the student data for a particular record for one state and not the consolidated record?

Whenever the Consolidated Student Record is viewed, it will always include all Enrollments, Assessments, and Course History submitted on that student, from all states. For this reason, the Student Search Results page only includes an MSIX ID link to access the Consolidated Student Record View. If you wish to view the Demographics, Enrollments, Assessments, and Course History for just one state record, this can still be done by viewing the Historical Student Record View and expanding the data for a specific state.

5.27 Can I change the frequency of worklist notification emails I receive from MSIX?

Data Administrators have the option of receiving their worklist notifications (1) as they happen, (2) once per day (in a consolidated format), or (3) not at all. If a user selects option 2, all worklist notifications created in a day will be sent



to the Data Administrator the following morning in one consolidated email. The daily notification will only include those worklist items still pertinent at the time the notification is sent. This means that any worklist items resolved or reassigned by a user during throughout the day will not be included in the daily morning notification.

Data Administrators can change their worklist notification preferences by accessing the My Account Page (via the link in the top right navigation pane of the MSIX Homepage). From the My Account Page, choose the second option under worklist email notification preferences ('I want to receive 1 email a day with all the worklist notifications'), and save the changes to your account. The consolidated notification preference is meant for Data Administrators who receive a large number of worklist notifications a day, but any Data Administrator can take advantage of the feature.

6.0 MSIX Data

6.1 Will MSIX data determine eligibility?

MSIX consolidates migrant student information for users to view, but it is still the states' responsibility to determine which students are eligible for Migrant Student benefits and indicate those students appropriately in their state systems for submission into MSIX.

6.2 How are state systems connected to MSIX?

State systems regularly transfer files to MSIX using a predefined format that groups the Minimum Data Elements (MDEs) in a relational format.

6.3 Does it matter if a student's school start date and MEP enrollment date are different?

No, the enrollment and start dates can be different.

6.4 Why does MSIX need my work phone number stored in my user account?

Your phone number may be needed in the event that another MSIX user or an Administrator may need to contact you at work, especially in cases where direct communication is necessary to resolve issues pertaining to one of your state's students.

6.5 Is an XML Schema or Document Type Definition (DTD) available?

Yes, states can obtain a copy of the XML Schema Definition (XSD) by sending a request to msixsupport@deloitte.com.

6.6 Who will assign the ID numbers required in the file formats (i.e., Demographics Record ID, Enrollments Record ID, Course History Record ID, Assessments Record ID, and Immunization Record ID)?

States will assign these numbers. MSIX only uses these values in the file and does not store them with the associated student's records. MSIX will use the values to identify specific errors at the record ID level. Additional details about these values were included with the file formats provided by the MSIX team. If you would like electronic versions of other materials, please send your request to the MSIX Help Desk at MSIXSupport@deloitte.com.



6.7 Are the ID numbers a permanent unique key that will be used to track a student's demographic, enrollment, course history, and assessment information?

The ID numbers (e.g., Demographics Record ID, Enrolments Record ID) passed in the Inbound State Submission file are used merely for auditing and troubleshooting issues related to file processing. These ID numbers will never appear to the average user within MSIX. MSIX uses the MSIX Identification number, which it generates, to uniquely identify students in MSIX.

6.8 What is the source of the NCES School Identification Codes used in MSIX?

MSIX uses the standard National Center for Education Statistics (NCES) School Identification Codes that are available on the NCES website. For more information about NCES, click the "NCES" link in the left-hand navigation menu within MSIX or go to (<http://nces.ed.gov>).

6.9 How does MSIX use the NCES School Identification Codes?

MSIX uses the NCES School Identification Codes to retrieve address and district information for the school facility, as well as to route worklists and student move notifications to the correct MSIX user.

6.10 When should a state submit the NCES School Identification Code versus the program facility information?

When available, states should submit the NCES School Identification Codes to MSIX.

If the enrollment is associated with a school, the NCES School Identification Code is all that is required; school codes are available from the NCES website (<http://nces.ed.gov>). If the enrollment is associated with a facility, then an NCES code is not necessary.

If a state cannot provide the NCES School Identification Code, the state should submit the complete facility information to MSIX using the appropriate MDE elements. This information should include the name and address of an administrative office where MEP project staff can be contacted.

6.11 My state does not store NCES School IDs in the State MEP system. Will it be necessary to change our School IDs to NCES IDs?

No, it is not necessary to change your School IDs to the NCES IDs. You will be asked to provide MSIX with the NCES ID, but you can continue to use the School ID in your own system. Note that NCES IDs are codes that identify schools; NCES IDs do not identify students.

6.12 Can states send their own school codes instead of the NCES IDs?

No, MSIX cannot accept your state-specific school codes. You can continue to use your state codes in your own system.

6.13 Our summer programs do not have assigned NCES Identification codes. How do we pass program facility information to MSIX?

When a program does not have an NCES School Identification Code, states should pass the complete facility information using the appropriate MDE elements. This information should provide the name and address of an administrative office where the MEP project staff can be contacted. MDE elements that help pass program facility information to MSIX include the School Identification Code and Facility Name. See the FAQ titled "When should a state



pass the NCES School Identification Code verses the program facility information?" for further information.

6.14 Is there one national ID number for each student?

The MSIX ID uniquely identifies the consolidated record for each student. This number will be different from a state's current student ID number, since a student could have attended school in multiple states (and would have a different ID in each state), but he or she would only receive one MSIX ID.

6.15 The Submission (MSIX Inbound) File Layouts state that the "MSIX Identification Number" is a "Unique 12-digit numeric value, system assigned." Who assigns this number?

MSIX will initially assign this number to newly identified students as a result of sending the student through the matching process. MSIX will send the MSIX Identification Number back to the states through regular file transfers. After initial identification, MSIX expects that the states will include the MSIX Identification Number with future submissions for previously identified students.

6.16 If this number is assigned by MSIX, how should this field be populated in the states' initial file upload?

For the initial load, this field is not required because states will not yet have an assigned MSIX Identification Number for their students.

6.17 For states that also use eScholar's Uniq-ID, is it possible to have multiple Uniq-ID implementations using the same ID number?

No, MSIX is distinctively designed to avoid this. The standard Uniq-ID number format for state implementations is ten digits. MSIX uses a twelve-digit number format.

6.18 Does MSIX exchange data on a real-time basis with the state's systems?

No, MSIX processes all Inbound and Outbound data via a batch process that is executed nightly.

6.19 What files does MSIX generate for states to retrieve?

Two types of files are available to states:

- An automated response file that will contain a record for each student record that the state submits. The response file will contain the MSIX ID for each student (if it is available), and a status value. The file that MSIX generates will use the same format that a state uses to submit its Inbound file; and
- The OnDemand Download file. That file will contain either the Consolidated or the Historical details for a single student, depending on the option that the user selects when he or she requests the download.

6.20 Under the Privacy Act of 1974, how can a parent or student review the student's MSIX record?

Parents and students can review a copy of the student's MSIX record by requesting one from an MSIX authorized user. If parents and/or students are unsure of whom to contact locally, they can contact the State MEP Director; a list is provided at <http://results.ed.gov/sites/results.ed.gov/files/MEP-State->



[Directors.pdf](#). More information about parents' and students' rights under the Privacy Act can be found at <http://www.justice.gov/opcl/1974privacyact-overview.htm>.

6.21 Under the Privacy Act, how can parents and students request an MSIX record amendment?

To modify an MSIX record, parents and students must first work directly with the state where the student is currently enrolled. Parents and students should contact their local Migrant Education Program (MEP) personnel to view the MSIX record. If parents and/or students are unsure of whom to contact locally, they should contact the State MEP Director; a list is provided at <http://results.ed.gov/sites/results.ed.gov/files/MEP-State-Directors.pdf>. After the error is corrected in the state system, the new information will be transmitted to MSIX through the regularly scheduled file transfer process.

If parents and students cannot reach a satisfactory resolution with the state which submitted the data in question, they should contact the MSIX Help Desk at 1-866-878-9525. More information about parents' and students' rights under the Privacy Act can be found through the following URL: <http://www.justice.gov/opcl/1974privacyact-overview.htm>.

If at this point the dispute has not been resolved, the Office of Migrant Education (OME) would enter a comment to the effect and the dispute would be recorded in MSIX on the Consolidated Student Record View, under the Privacy Act tab.

6.22 Are States permitted to submit data associated with enrollments, courses, or assessments taken in another State?

No. States may only submit data to MSIX that is from enrollments, courses, and assessments taken within their State.

6.23 Do states need to send MSIX information for migrant students that do not have a Certificate of Eligibility (COE)?

No, only the eligible student data (e.g., COE recipients) should be provided to MSIX.

6.24 As a Data Administrator, why does the data I see in MSIX slightly differ from what I see in the state records?

In addition to the Historical Student Record View link, there is a link for Raw Student Record View for Data Administrators. This link directs you to a screen that contains the unprocessed data that is directly received from state files. In some situations, the data received from states fails to meet the MSIX standards and is not displayed or is replaced by MSIX reference data. By clicking on the Raw Student Record View link and checking the raw data, you may view the student's data as it was originally submitted by the state.

7.0 MSIX Security

7.1 What kind of data does MSIX contain and how is it protected?

MSIX contains Personally Identifiable Information and sensitive content, such as Social Security Numbers, student addresses for each student in the system. This data is stored securely in the system.



The MSIX Rules of Behavior outline how you can help keep student data secure. If you think that student data has been compromised or released when it should not have been please contact the MSIX Help Desk immediately by phone (1-866-878-9525) or e-mail (msixsupport@deloitte.com).

7.2 What type of security training is required to use MSIX, and how is it administered?

All MSIX users are required to acknowledge that they have reviewed, understand, and agree to comply with the MSIX Rules of Behavior prior to being granted access to MSIX. The MSIX Rules of Behavior contain topics that provide MSIX users with the necessary security awareness knowledge to adequately perform their job functions while protecting MSIX information.

7.3 Who can view the information entered in the free-text comment fields?

Comments entered in the comments field will be shared unedited and in their entirety with other MSIX users. To protect the student's privacy, you should not enter any sensitive information, such as Social Security Numbers, student addresses, or other Personally Identifiable Information, in the Comments fields.

7.4 What is the required password format?

MSIX passwords must contain a minimum of eight (8) characters. They must contain at least one upper case letter (A-Z), one lower case letter (a-z), one number (1-9), and one special character (e.g., #, % or &).

7.5 How often must MSIX passwords be changed?

MSIX passwords expire every 90 days. You will be prompted to replace the expired password with a new password the next time you access MSIX.

7.6 Can I reset my password to the same password that I used before?

No, according to Department of Education security policy, you cannot use your six previous passwords.

7.7 After 90 days of account inactivity, can I change my password and login to MSIX?

No, after 90 days of inactivity, MSIX accounts are automatically disabled. You must contact a User Administrator to have the account reactivated. You can find your User Administrator's contact information by clicking on the "How Do I Get an Account" link on the MSIX Login Page.

7.8 How often can I change my password?

You can change your MSIX password once per day.

7.9 As a User Administrator, why would I set an account expiration date?

A user administrator would set an account to expire if a user only needed access to MSIX for a limited amount of time. For example, a summer school counselor or retiring employee would not need access to the system after the end of their employment.

7.10 Is there a specific reason why the same email address can't be used when returning to MSIX as a user? What if they have the same work email?

Once a user account is deactivated, that user account's e-mail address cannot be used again for another MSIX account. If a user were to return after their account



was deactivated, another e-mail address would need to be used to open the account. If you anticipate that someone may return to a position where they would need access to MSIX, you should disable the user's account which is a temporary way of suspending access to the system.